

Amendments to the Claims:

The listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A method for determining a cost for each user of an information technology system, the method comprising:

obtaining base costs;
obtaining ongoing direct costs;
obtaining ongoing indirect costs;
gathering information relating to user profiles and organizational characteristics; and
inputting said costs and information into a computer program to determine the cost for each user and a plurality of appraisal metrics; wherein said appraisal metrics include financial perspectives and non-financial perspectives;
assigning each of said appraisal metrics to correspond to an information technology organizational function category, wherein the organizational function category comprises service management; systems management; service planning and change management;
selecting an information technology organizational function category; and
reporting both the financial and non-financial appraisal metrics corresponding only to the selected category.

2. (original) The method of claim 1, wherein said base costs include design costs, acquisition costs, and installation costs.

3. (original) The method of claim 1, wherein said ongoing direct costs include production control costs, monitoring costs, security management and failure control costs, changes in upgrade costs, support costs, and operational costs.

4. (original) The method of claim 1, wherein said ongoing indirect costs include end-user costs and downtime costs.

5. (original) The method of claim 1, wherein at least one of said costs correspond to at least one information technology function, and the cost for each user is broken down according to said information technology function.

6. (previously presented) A method for analyzing costs associated with supporting an information technology system, the method comprising:

obtaining cost information;

obtaining system characteristics;

calculating appraisal metrics based on said cost information and said system characteristics;

assigning each of said appraisal metrics and said cost information to correspond to an information technology organizational function category, wherein the organizational function category comprises service management; systems management; service planning and change management;

comparing said appraisal metrics with established benchmarks; and

providing the appraisal metrics and cost information in separate reports for the corresponding organizational function categories.

7. (original) The method of claim 6, wherein said cost information includes base costs, ongoing direct costs and ongoing indirect costs.

8. (original) The method of claim 7, wherein the base costs include design costs, acquisition costs, and installation costs.

9. (original) The method of claim 7, wherein the ongoing direct costs include production control costs, monitoring costs, security management and failure control costs, changes in upgrade costs, support costs, and operational costs.

10. (original) The method of claim 7, wherein the ongoing indirect costs include end-user costs and downtime costs.

11. (currently amended) The method of claim 6, wherein said system characteristics include financial characteristics, ~~operating~~ operational and efficiency characteristics, and infrastructure and evolution characteristics.

12. (currently amended) The method of claim 6, wherein said appraisal metrics include financial perspective metrics, ~~operate effectively and efficiently~~ operational effectiveness and efficiency metrics, and infrastructure and evolution perspective metrics.

13. (original) The method of claim 12, wherein said financial perspective metrics are based on said financial characteristics and said cost information.

14. (canceled) The method of claim 13, wherein said appraisal metrics and said cost information correspond to a plurality of information technology function categories.

15. (canceled) The method of claim 14, wherein said cost information and said appraisal metrics are reported according to said categories.

16. (original) The method of claim 14, wherein said metrics are used to determine cost improvement opportunities through best practices implementation for said category.

17. (new) The method of claim 1, wherein the appraisal metrics include (i) financial perspective metrics determined from the obtained costs, (ii) operational effectiveness and efficiency metrics determined from the gathered information, and (iii) infrastructure and evolution perspective metrics determined from the gathered information.

18. (new) The method of claim 17, wherein the operational effectiveness and efficiency metrics are indicative of (1) quality, (2) availability and (3) efficiency of the information technology system.

19. (new) The method of claim 18, wherein:

(1) the operational effectiveness and efficiency metrics indicative of quality include (a) faults per user, (b) performance demand, and (c) security ratings;

(2) the operational effectiveness and efficiency metrics indicative of availability include (a) downtime rate, (b) call relogging rate, and (c) call abandonment rate; and

(3) the operational effectiveness and efficiency metrics indicative of efficiency include (a) response time, (b) resolution time, (c) help desk call handling rate, (d) help desk staffing ratio, (e) PC delivery time, (f) SLA coverage ratio and (g) SLA performance failure rate.

20. (new) The method of claim 17, wherein the infrastructure and evolution perspective metrics are indicative of (1) adaptability and (2) growth of the information technology system.

21. (new) The method of claim 20, wherein:

(1) the infrastructure and evolution perspective metrics indicative of adaptability include (a) system upgradeability and life span, (b) network bandwidth utilization, (c) training time, and (d) average time for change implementation; and

(2) the infrastructure and evolution perspective metrics indicative of growth include (a) length of planning horizon, (b) user growth, (c) budget growth, and (d) performance improvement expectation.

22. (new) The method of claim 12, wherein:

(A) the operational effectiveness and efficiency metrics are indicative of (1) quality, (2) availability and (3) efficiency of the information technology system; and

(B) the infrastructure and evolution perspective metrics are indicative of (1) adaptability and (2) growth of the information technology system.